

Unit: CPC 312 Promote new and innovative ways of working to achieve outcomes (Commissioning, Procurement and Contracting)

Key Purpose

The key purpose identified for those working in commissioning, procurement and contracting is to: "Specify, shape and secure quality services, responses and projects that deliver improving outcomes for individuals, families and communities within the strategic objectives of the organisation"

Elements of competence

CPC 312A Work with others to develop new and innovative ways of working
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CPC 312B Commission new approaches and ways of working to achieve outcomes

CPC 312C Review and evaluate new ways of achieving outcomes
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About this unit

This unit is about commissioning new ideas and ways of working for achieving the outcomes that individuals, families and communities want. Sometimes new and creative ways of thinking can be effective in getting results that have been difficult to achieve previously. The initial ideas may come from individuals, families and communities, colleagues, partners from other organisations or from you. New ideas may be about: new types of services; new ways of delivering current services; improvements to existing services; changes to existing practices, procedures, systems or ways of working; or they could be about forming new partnerships or working in a different way.

Scope

The scope helps to make sure that you provide evidence related to the work you do. Terms in this section give you options related to the words highlighted in bold in the performance criteria. Your evidence for this unit should cover any option that is part of your work.

Others: individuals, families and communities that are directing or using services; voluntary sector partners; private

sector partners; agency partners; service providers; colleagues

New ways of working: integrated across traditional professional boundaries; integrated across service-delivery boundaries; service-user led/directed; peer mentoring and support; self-managing care

Risks: risks to people; risks to property; health and safety risks; actions that may make adults or children vulnerable to harm from others; risks of legal action; risks to reputation; risks of poor performance; risk of financial loss

Agreements: formal; informal

Resources: financial; human; physical; time

Seek feedback: from individuals, families and communities who use services; from service providers; from partners; from agencies and organisations that have an interest in what you do. In written form; electronic feedback; by telephone; through forums; through public meetings and consultations; through individual contact

Values

The values underpinning this unit have been derived from the key purpose statement, the values and principles statement, relevant service standards and codes of practice for health and social care in the four UK countries. The values and principles statement is at the start of these units:

Key words and concepts

This section provides explanations of the key words and concepts used in this unit. In occupational standards it is quite common to find familiar words or phrases used, which, in the detail of the standards, may be used in a very particular way. **Therefore we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Outcome: desired result of activities, interventions and / or services

Sustainable: an activity/intervention and/or service able to meet current needs without damaging the ability of future generations to meet their needs. This means thinking about what you do and making sure that you are not damaging the environment

Organisation: the organisation/company/local authority for whom you work or volunteer; the organisation/company you

own or run; if you receive direct payments or fund your own services, it means you and the people who work for you

Relevant people: people to whom a particular issue or incident is important or who are affected by it. Who the relevant people are can depend upon circumstances

Criteria: factors that can be used to measure and make a judgement about anything; such as whether or not an outcome has been achieved; how much progress has been made; or how well something has been done

Feedback: views and opinions from people who use your services or are affected by what you do

Evaluate: look at all the evidence and information and use criteria to measure and make a judgement

CPC 312 A Work with others to develop new and innovative ways of working

Performance Criteria

You must show that you:

1. Encourage **others** to share ideas about **new ways of working** to achieve required **outcomes**
2. Work with others to identify new ideas that have the potential to achieve required outcomes
3. Consider, with others, any barriers to the new ideas and how these may be overcome
4. Make sure that new and innovative ideas and approaches are **sustainable** and meet legal and **organisational** requirements
5. Use discussions with others to work out how to commission new and innovative ideas
6. Plan a realistic timetable for testing out new ideas and ways of working
7. Identify clearly any **risks** resulting from new ideas and ways of working and make recommendations about how they should be managed
8. Consider thoroughly the implications of new approaches for existing provision and ensure that **relevant people** are aware of them
9. Prepare a business case for commissioning the development and testing of an innovative approach or way of working

CPC 312B Commission new approaches and ways of working to achieve outcomes

Performance Criteria

You must show that you:

1. Gain any **agreements** that may be necessary in order to test out new ideas and ways of working
2. Ensure that all relevant people are aware that a new approach is being used
3. Clearly identify the outcomes to be achieved through the new approach
4. Make any changes and adjustments necessary to your implementation plan following a risk assessment
5. Identify and secure any necessary **resources** before starting any new ways of working
6. Agree the criteria that will be used to evaluate the effectiveness of the new approaches and ways of working
7. Ensure that safeguards are in place to maintain existing services in the event that the new approaches prove unworkable
8. Reflect on your own contribution to creative ideas and identify any areas for development

CPC 312C Review and evaluate new ways of achieving outcomes

Performance Criteria

You must show that you:

1. **Seek feedback** from all those involved in developing and implementing new approaches and ways of working
2. Seek feedback from individuals, families and communities for whom the outcomes are required
3. Establish accurately what progress has been made towards achieving the required outcomes
4. Collate all the feedback and use the agreed criteria to **evaluate** the effectiveness of the new approach
5. Make recommendations about the continued use of the new approach and way of working
6. Report the results of the evaluation to all those involved and to decision makers if required

Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to the expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. Legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when working in new ways
2. How to ensure that you and others for whom you are responsible protect the rights and the interests of individuals when working in new ways
3. How to deal with any ethical dilemmas and conflicts that may arise from creativity and when working in new ways
4. How to ensure that new and innovative ways of working result in best possible value for the public pound
5. How to make sure that any new ways of working are sustainable and cause minimal damage to the environment
6. Ways to ensure that new ways of working reflect diversity

Legislation and organisational policy and procedures

7. Codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others when working in new and innovative ways
8. Current local, UK and European legislation and organisational requirements, procedures and practices for commissioning, procurement and contracting
9. Key government initiatives which influence organisations to work in new and innovative ways
10. How different philosophies, principles, priorities and codes of practice can impact on developing and implementing innovative ideas in different organisations.

11. Policies, procedures, guidance and protocols with the other organisations and professions with which you work that are relevant to any innovations that may be developed.

Theory and practice

12. The benefits of creativity and innovation to individuals, families, communities, partners, providers and the organisation
13. The importance of communication when working in new and innovative ways and methods of encouraging good communication
14. The potential barriers to innovation and new approaches and how they can be dealt with
15. How to identify and manage risk in innovation and new ways of working
16. How to develop a business case and plans for the practical implementation of an idea
17. The resources required for creativity and innovation, particularly time
18. How to learn from mistakes
19. How to identify and access professional development opportunities